

COUNTY NEWS



PUBLISHED FOR EMPLOYEES OF THE COUNTY OF SAN DIEGO

October 2001

Quality First Update

As Quality First enters its fourth year, changes are in store for this pay-for-performance program as a result of the recent labor contract negotiations.

The new eligibility rules are effective for the 2001-02 plan year. To be eligible for a Quality First payout next year, employees must be:

- ✓ Hired on or before Dec. 31, 2001.
- ✓ Not have a sub-standard performance evaluation on file. The most recent evaluation issued on or before June 30, 2002 applies.
- ✓ Not have received final discipline. To be final, all County appeals must have been completed.

The effective dates and some variations exist in the various negotiated agreements. Consult the applicable labor contract for your classification for specific wording.

For more information, contact the Labor Relations division of Human Resources at (619) 531-5852.

Clean Water Project Brings Varied Interests Together

When the Board of Supervisors initiated Project Clean Water last year, a team from Environmental Health was given an enormous task: bring together the people who have a stake in improving the quality of water in our beaches, bays, lakes and rivers and develop a plan for working together to ensure clean water for our future.

So Project Clean Water brought together about 300 people representing a cross-section of business, industry, military, academic, government and environmental interests to share their thoughts and ideas.

"Everyone has different goals," project manager Teresa Brownyard said. "But in the end, we all want clean water." And while everyone did come with a different perspective, the end result was a "collective vision" that represents a new era in water quality management.

By the end of its first year, Project Clean Water developed a regional strategic plan that sets out goals and objectives for the years ahead.

"Project Clean Water is an investment in our future," said Bob Copper, general manager of the Land Use and Environment Group, "and it provides an opportunity for stakeholders to work together in developing innovative solutions, collaborations and new partnerships."

And while Environmental Health has taken the lead on this project, they're not in this alone.

"Everyone has a role to play," said Brownyard, who hopes that County employees will learn more about Project Clean Water and decide how they fit in, both at work and at home.

Healthy Living Gets Top Billing



October has been designated as the Month of Healthy Living for County employees. As such, the Human Resources Employee Benefits Unit will partner with Scripps Cancer Center, Kaiser Permanente and Integrated Insights (the County's Employee Assistance Program provider) to offer a variety of educational and wellness events to interested employees.

Topics include presentations on breast health and prostate health on Oct. 10, depression awareness screening on Oct. 11, and stress management seminars on Oct. 31 and Nov. 1. The events wrap up during the first week of November with free flu shots offered to County employees at five different locations.

No appointment or pre-registration is necessary for flu shots. However, space is limited for the presentations and registration is required. Employees are asked to consult with their supervisor for approval of release time. To register, contact Brandy Winterbottom Whitney in the Employee Benefits Unit at (619) 531-5130.

A complete calendar of events is included in *County News Extra*, part of the online version of *County News* on the Intranet at cww/mpr.



Small acts add up

Working together today will ensure that our water is clean tomorrow. Here are some easy things you can do at home:

- ◆ Recycle and properly dispose of waste
- ◆ Practice "good housekeeping" at home and work
- ◆ Minimize the use of pesticides, fertilizers and household chemicals
- ◆ Prevent erosion and employ sediment control
- ◆ Conserve water
- ◆ Pick up after your pet
- ◆ Walk, ride a bike or car pool

For more information, visit Project Clean Water's Web site at www.projectcleanwater.org or look up Environmental Health on the County's Web site.

NewsBriefs

Procurement Prize

Purchasing and Contracting will receive the Achievement of Excellence in Procurement award at the National Purchasing Institute's annual conference in October. The award is cosponsored by the NPI and the California Association of Public Purchasing Officers and is designed to recognize excellence on a national level in public or nonprofit procurement.

Freestyle and Fairy Tales

DIBBS says "thank you" to County employees once again by offering discounted tickets to performances of the Disney on Ice production of Beauty and the Beast (Nov. 2-3) and to a freestyle motocross exhibition (Nov. 16-17). Both engagements are at the San Diego Sports Arena. For ticket information, look for the DIBBS flier in your work area, or contact the DIBBS office at (619) 578-5781.

Upcoming SDCERA Election

The San Diego County Employees Retirement Association announces a Nov. 27 election for a board of retirement safety member seat. Any active safety member is eligible to participate in this upcoming election.

Potential candidates are required to fill out a nomination petition and collect 40 signatures supporting their nomination by noon on Oct. 23. For more information, visit their Web site at www.sdcera.org (see "Board Elections").

Regional Center Opening Rescheduled

The paint is dry and the boxes are unpacked. The North Coastal Regional Center is officially open for business.

The center houses Health & Human Services staff and programs, and includes the first County-operated training and development center in Oceanside, serving about 700 County employees who work in the area.

The center also will serve as a valuable resource for the North County community. Local organizations can use the facility for meetings, community forums, computer trainings, and video and teleconferencing.

Formal grand opening activities have been scheduled for Thursday, Nov. 8. For more information, call (760) 967-4599.

(continued on page 4)



In *Walt's* Words...

County Employees Rise to the Occasion

Most of us are still adjusting to how the world changed forever in the space of a few minutes on Tuesday, Sept. 11. It is hard to conceive of anything good coming from all that misery. But a couple of things come to mind. Although our County of San Diego family was a long way from New York City and Washington D.C. in terms of miles, we were right there when it came to compassion and caring. We were ready to assist however we could, whether in our official capacity or as private citizens.

We were also ready to respond here at home. The County's Emergency Operations Center was activated, and through it we tracked events both nationally and locally. The County's doors were open on Sept. 11, and every day thereafter, and all of you did what you do best – serve the residents of San Diego County.

As I've said before, I'll match the skill and caring of County employees with any of our government or private sector counterparts. It doesn't matter what job you have or what duties you perform, just being there, on the job, is a comfort to San Diego residents.

Not all of you agreed with our decision to stay open on Sept. 11. Some expressed concern that due to the events unfolding on the East Coast, you wanted to go home and be with your families.

I want to assure you that the safety of our employees was of paramount importance on that day. Both I and members of the Board of Supervisors were constantly conferring with law enforcement officials throughout the region. We were told early on that there was no credible threat to the San Diego region. Because of that, and because of our primary duty to assist and take care of the public during emergencies, we decided to remain open.

If we had become aware of any tangible threat to the safety of our employees, we would have taken action, whether it meant beefing up security or closing up shop and sending everyone home. I take the safety of employees very personally and would not have put any employee in jeopardy.

I also want you to know that I have assigned a team to look at security in all of our facilities to recommend any necessary changes or additions.

As we deal with the enormity of our nation's loss, I hope this tragedy has brought us closer together as an organization. All of you make me proud. Whether it's responding to an emergency, or doing your jobs as you do every day, you're the best!

Walt Ekard
Chief Administrative Officer

The Supervisor's View Why Patriotism Matters



By Supervisor Dianne Jacob

Part of an ongoing series by the Board of Supervisors.

Gaze at the County Administration Center at night and you'll see its noble walls awash in red, white and blue lights. Visit a County library in a smaller East County community like Campo, and you'll see the Stars and Stripes proudly posted on the door. Step into County courthouses Downtown, in North County, East County or South Bay, and you'll see Old Glory on the lapels of many employees. After the devastating attacks on the East Coast, San Diego County, like the nation, is meeting grief with dignity and answering terror with patriotism.

Over the last few weeks, I've never been more proud of our County workforce. Without regard to age, gender, race, creed or political affiliation, we are demonstrating a humble respect for our Country and a spirit of unity that's helping our region recover from the attacks. I truly believe this unity sets an important example for our region and I personally thank all County employees for their efforts.

San Diego County acted fast to officially condemn the terrorist attacks. Chairman Bill Horn and I immediately proposed a resolution in support of President George W. Bush which was adopted unanimously by the Board of Supervisors. Supervisors Greg Cox and Ron Roberts quickly provided support for military reservists employed by the County. The Board voted unanimously to make certain the incomes of reservists stay the same in the event they are called to active duty.

When masses of San Diegans descended on the San Diego Blood Bank after September 11, 2001, four supervisors donated money to the San Diego Blood Bank to help defray the unanticipated costs of accommodating so many anxious donors and many County employees donated their blood.

It is my hope that the County will continue to flourish with a deeper appreciation of America. Just as the New York City firefighters who hoisted the American Flag over the rubble of the Trade Center showed the Nation that America would persevere, County employees who remain at their posts with a renewed sense of conviction demonstrate the resilience of our regional government.

Our County is a working testament to America's poignant motto which appears on the United States \$1 dollar bill. It is printed on a banner and held in the beak of the American Eagle. In Latin, the phrase reads, "E Pluribus Unum." In English it means, "Out of many, one."

Ver•ba•tim

Letters from satisfied customers served by County employees.

Bob Gould and staff at the fleet garage in San Marcos (General Services) received high marks from a sheriff's deputy who was assigned to a new vehicle.

"Being a K9 unit, I appreciate what they do to keep my vehicle running. And all service is top notch and done real fast."

Monique Rice (Housing & Community Development) was praised for going beyond her duty to help a family obtain a comfortable, clean home.

"We don't plan on being on [assistance] all of our life, but until we are independent we are truly grateful to Monique. She treated our family with respect and dignity."

Arturo Hernandez (HHSA, Eligibility Technician) was thanked for helping a woman in her time of need, even though she wasn't his client.

"There are very few humanitarian and service oriented people that are willing to help. I wish all workers possessed that quality."

Cindy Davis (Agriculture, Weights & Measures) was thanked for helping a customer get the correct information.

"She seemed so interested in my problem, that I called her back to thank her and let her know that I followed through and achieved success."

Elvia Saucedo (Trade & Business) earned praise from a business for her actions that resulted in a quick approval of their plans.

"Her sense of customer service and tenacious follow-up are a credit to the County of San Diego, the business community, and all San Diego residents who benefit from a thriving business and economic environment."

Dr. Rebecca Ferrini and staff of unit A-5 (HHSA, Edgemoor) were praised for their care of patients in their unit with complex medical and psychiatric problems.

"It must be difficult to work with the patients you care for on a daily basis. From what I have seen, all your patients get fantastic care...and lots of love."

Wilma Peterson (Treasurer/Tax Collector) was commended for taking "ownership" in her approach of helping a customer.

"Wilma was one of the few people I encountered that understood how to simplify the whole process and cut down on the noise."

Lily Carter (HHSA, Public Health) received the sincere thanks of new parents during what they called a "challenging time."

"Through personal visits and phone calls, she was always professional and friendly while providing information regarding diverse program options open to us."

Carole Howard (Planning & Land Use) received a letter of appreciation for being a conscientious and effective code enforcement officer.

"We are especially grateful for your work and enforcement on that real messy property. All appears to be in order now."

Officer John Humphrey (Animal Control) was called "amazing" for his detective work in identifying a dog that had bitten a woman.

"He acted very professionally and fairly in dealing with the owners of the dog as well as with my husband and me."

Damian Delgadillo (Assessor/Recorder/Clerk) was called a "real asset" for his assistance on an assessment question.

"He was knowledgeable about the issues I raised in addition to being very patient and courteous."

Joseph Destefano (Planning & Land Use) was thanked for his clear direction and his knowledge of the requirements needed to move a project through the system.

"Please give Mr. De Stefano our compliments and congratulate him as a professional representative of the great County of San Diego."

Michelle Saville (Assessor/Recorder/Clerk) was commended for being extremely friendly, polite and knowledgeable in helping a customer with a property search.

"In all my 57 years of dealing with the government, I have never had such a pleasurable experience."

NewsBriefs

(continued from page 2)

Caring for the Caregivers

An upcoming "Update San Diego" features the concerns of those providing care for elderly parents and other relatives. Chairman Bill Horn welcomes Pam Smith, director of Aging & Independence Services, and Annette Lau, program manager with the County's Public Conservator's office and a caregiver for both her parents. This month, AIS will receive funding from the National Family Caregiver Support Program to expand services and fill gaps locally in what is available for caregivers. Services will include respite, case management, counseling, education, plus a special provision of help for grandparents raising grandchildren. This edition of "Update San Diego" begins airing on Friday, Oct. 19 at 5 p.m. (Cox 17, Time-Warner 22 and Adelphia 66.)

Retirement News

The County Retirement Association is offering a new online service for members to get the latest information about the proposed retirement benefit enhancements, including a Questions & Answers sec-

tion. It is called ENHANCEMENT N.E.W.S and it can be found as a link on the association's Web site, www.sdccera.org. The Q&A section answers many common questions and is divided into specific member categories. The Web site also has a new enhancement calculator to compare the proposed retirement benefits with the current ones.

The retirement association plans to periodically update the Web site with developing enhancement news and additional questions and answers through the next few months.

Homes for the Holiday

It's not too early to start thinking about the holidays, especially the annual Holiday Home Preview to benefit the County's Polinsky Children's Center on Dec. 1 and 2. *San Diego Home/Garden Lifestyle* magazine will announce the homes to be featured in its October issue.

Sponsored by the magazine and Coldwell Banker, the tour costs \$20 and runs 1 to 6 p.m. on Dec. 1 and 1 to 5 p.m. on Dec. 2. Last year's event raised more than \$26,000 for the center.

Tickets go on sale Nov. 15 at magazine's office at 4577 Viewridge, as well as at Coldwell Banker offices. For more information call (858) 571-1818.

NewsMakersNewsMakers

Deputy Chief Administrative Officer **Alex A. Martinez** received a certificate of recognition from the City of Carlsbad for "his tremendous contribution to the heritage and culture of the Carlsbad Barrio Community and for his professional accomplishments and dedication." The award was presented by Carlsbad Mayor Buddy Lewis and the Fiesta del Barrio Carlsbad Association at its annual Fiesta on Sept. 16.

Gary Erbeck, director of Environmental Health, was re-elected as president of the California Association of Environmental Health Administrators for 2001-2002. This statewide organization is the business arm

of California Conference of Directors of Environmental Health, which represents 62 environmental health directors throughout California.

Kitty Wall, Victim/Witness Investigative Specialist with the District Attorney's office, was honored by the South Bay Bar Association in September for her dedicated service to a temporary restraining order clinic. Wall coordinated the volunteer-staffed clinic that helped victims in domestic violence situations fill out the court paperwork necessary to obtain a temporary restraining order and prevent the abuser from returning to harass him or her at home or work.

County Turns Off Kilowatts, Boosts Energy Efficiency

Delamping is one of the low cost measures that can be used to become more energy efficient. In July, Facilities Staff of the Department of General Services and the Clerk of the Board, completed a delamping effort that earned the County a \$100,000 grant from the California Energy Commission. Approximately 24 sites participated in this effort with Facilities Staff coming in on weekends and after hours to complete the project.

Three sites really stand out for their efforts in this: the County Operations Center where over 2,600 lamps were removed and the Hall of Justice where over 1,600 lamps were removed. In addition, the County Adminis-



tration Center added the purchase of dimming light ballasts to reduce KW demand by 190 KW at this one site for approximately one-third the total reduction in KW.

Estimates are that this effort will save the County anywhere from \$180,000 to \$300,000 annually. Hats off to all staff and employees who cooperated in this effort.

County News is published for the 17,000 employees of the County of San Diego.

Board of Supervisors

Greg Cox, District 1
Dianne Jacob, District 2
Pam Slater, District 3
Ron Roberts, District 4
Bill Horn, District 5

County News is available on the County's Intranet at cww/mp

This information is available upon request in alternative formats for persons with disabilities.



Chief Administrative Officer

Walter F. Ekard

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COUNTY NEWS *Extra*

Month of Healthy Living

October has been designated as the Month of Healthy Living for County employees. The Department of Human Resources' Employee Benefits Unit will be partnering with Scripps Cancer Center, Kaiser Permanente, and Integrated Insights to offer a variety of educational and wellness events to interested employees.

Please consult with your supervisor for approval of release time. Space is limited, so you must register to attend. To register, contact Brandy Winterbottom Whitney in the Employee Benefits Unit at (619) 531-5130.

Date: October 10, 2001
Time: 10:00-11:00 a.m.
Location: County Administration Center, 1600 Pacific Highway, Room 358
Topic: Breast Health, presented by Allyson Schifano, MPH, CHES, Health Educator for Scripps Cancer Clinic

Date: October 10, 2001
Time: 11:00 – 12:00 noon
Location: County Administration Center, 1600 Pacific Highway, Room 358
Topic: Prostate Health, presented by Allyson Schifano, MPH, CHES, Health Educator for Scripps Cancer Clinic

Date: October 11, 2001
Time: 2:00 p.m.
Location: Kaiser Permanente Point Loma, 3420 Kenyon Street, Building B, second floor room 16.
Topic: National Depression Screening Day. Kaiser Permanente is offering free, confidential screenings for Depression to both members and non-members. No appointment is necessary. Included in the screening are a lecture and video, as well as a written self-test and an interview with a qualified clinician. The process takes about one hour. For Kaiser members, referral to appropriate departments will be made for any indicated treatment. Non-members will be referred to their own health plan or other community resources for treatment or follow up as needed.

Date: October 24, 2001
Time: 10:00-12:00 noon AND 2:00-4:00 p.m.
Location: County Administration Center, 1600 Pacific Highway, Room 358

Topic: Stress Management: Balancing Work with Life, presented by Integrated Insights. The workshop is designed to help participants identify frequent sources of daily stress and develop ongoing plans for stress management. It will provide a framework for individuals to consider the changes necessary to create a healthy balance in their lives.

Date: October 31, 2001
Time: 10:00-12:00 noon AND 2:00-4:00 p.m.
Location: County Operations Center Annex, 5201 Ruffin Road, Suite B

Topic: Stress Management: Balancing Work with Life, presented by Integrated Insights. The workshop is designed to help participants identify frequent sources of daily stress and develop ongoing plans for stress management. It will provide a framework for individuals to consider the changes necessary to create a healthy balance in their lives.

Date: November 1, 2001
Time: 10:00-12:00 noon AND 2:00-4:00 p.m.
Location: Health Services Complex, 3851 Rosecrans Street, San Diego Room

Topic: Stress Management: Balancing Work with Life, presented by Integrated Insights. The workshop is designed to help participants identify frequent sources of daily stress and develop ongoing plans for stress management. It will provide a framework for individuals to consider the changes necessary to create a healthy balance in their lives.

County News Extra includes expanded information about and for County employees. If you have something you'd like considered for either *County News* or *County News Extra*, please contact the newsletter editor at (619) 595-4632 or e-mail at rcarmich@co.san-diego.ca.us. Items can also be faxed to (619) 595-4664 or mailed to MS A-359, Attn: *County News*.

County Employee Flu Shots

The Department of Human Resources' Employee Benefits Unit is pleased to announce the schedule for providing free flu shots to County employees.

We strongly encourage employees who are in the following groups, or who care for or work with persons with high-risk conditions, to get a flu shot during this one-week-only offering. You don't need to pre-register or have a prior appointment. All employees with a County ID are eligible for a flu shot.

The following groups, because of chronic health conditions, are at increased risk of developing serious complications from influenza disease:

- ✍ Persons over the age of 65 years;
- ✍ Young children and adults with chronic heart disease, lung disease (including asthma), kidney disorders, metabolic disorders (e.g. diabetes), blood disorders, or immune system disorders;
- ✍ Pregnant women who will be in their second or third trimester during winter or spring;
- ✍ Individuals who take medications that lower their ability to fight infections.

Present your County ID at one of the sites listed below to get your free flu shot:

| | | |
|----------------|---|---|
| Mon., Nov. 5 | 9:00 a.m. to 4:00 p.m. Room 363 A&B Third Floor | Hall of Justice 330 West Broadway San Diego |
| Tues., Nov. 6 | 9:00 a.m. to 4:00 p.m. Tower 6 6 th Floor | County Administration Center 1600 Pacific Highway San Diego |
| Thurs., Nov. 8 | 9:00 a.m. to 4:00 p.m. Farm & Home Advisor Building 4 | County Operations Center 5555 Overland Ave. San Diego |
| Fri., Nov. 9 | 9:00 a.m. to 4:00 p.m. Jury Lounge | North County Regional Center 325 S. Melrose Drive Vista |
| Fri., Nov. 9 | 9:00 a.m. to 4:00 p.m. Jury Lounge | South Bay Regional Center 500 Third Ave. Chula Vista |

Retirements

The San Diego County Employees Retirement Association reports that the following employees recently retired:

Alba Anaya
Candace Biller
Alicia Burks
Nancy Cohee

Alice Fairbrother
Carol Ferguson
Laura Lowe
Daniel Medrano

Service Awards

Congratulations to County employees reaching the following milestones in September:

30 years

Sandra Carter (Clerk of the Board of Supervisors)
Janet R. Enright (Medical Examiner)
Michael E. Johnston (Probation)
Kenneth L. Lusher (HHSA)
Earleen Polick (Assessor)
Palmyra L. Raggio (HHSA)
Thomas A. Reed (Sheriff)
Marianne C. Rohal (Environmental Health)
Bonnie R. Rundle (Superior Court)
Joyce Swiech (Assessor)
Bettie L. Taylor (HHSA)
Carol Jean Thompson (District Attorney)
Martha J. Walker (HHSA)
Jean D. Williams (HHSA)
Charles R. Wood (Sheriff)

25 years

Terrill L. Peterson (Superior Court)
Jerri K. Barnes (Superior Court)
Patricia Burke- Jennings (Superior Court)
Cynthia Gompper-Graves (Trade & Business)
Syvera L. Hardy (HHSA)
John M. McBroom (Sheriff)
David B. Osuna (Sheriff)

Victoria V. Padilla (District Attorney)
Terrill Peterson (Superior Court)
Catherine L. Seavello (Sheriff)
Charles S. Shellbach (Assessor)
Jean Shepard (HHSA)
Jerry K. Talbott (District Attorney)
Richard D. Wedeking (Public Works)
George L. Whattoff (Public Works)

20 years

Izis R. Abdelsayed (HHSA)
Maryjean Barham (Superior Court)
Primo M. Basabe (Sheriff)
Kristie R. Bircumshaw (Superior Court)
Jose Castillo (District Attorney)
Cynthia S. Charlebois (Superior Court)
Doreen S. Christensen (HHSA)
Myrna E. Clemmer (Sheriff)
Nancy E. Cornell (HHSA)
Donald R. Crist (Sheriff)
Rachel D. Daly (Assessor)
Rebecca Edwards (Superior Court)
Laurie G. Feathers (HHSA)
Jill Senne Giesick (HHSA)
Curt D. Goldberg (Sheriff)
Lemon R. Gracia (Animal Control)
Leslie Harker (Sheriff)
Elizabeth A. Hart (HHSA)
Cheryl Huston (Superior Court)

Pamela Irons (HHSA)
John D. Kosich (Sheriff)
Jacie L. Kraner (Superior Court)
Thomas Lambert (Environmental Health)
Kevin J. McQuillen (Sheriff)
Geri E. Miller (HHSA)
Guillermo Monje (District Attorney)
Ronald H. Morse (Sheriff)
Melba J. Muyco (HHSA)
Olivia G. Navarro (District Attorney)
Eleanor M. Orgeta (HHSA)
Andrea Pineda (HHSA)
Mary U. Rapolla (Superior Court)
Steven W. Reed (Sheriff)
Nancy L. Rose (Sheriff)
Sylvia Sanchez (HHSA)
Patricia L. Scott (Auditor & Controller)
William C. Smith (Sheriff)
Raymond E. Sorenson (Superior Court)
Joan A. Steinberg (District Attorney)
Larry D. Sweat (Sheriff)
Son T.M. Tran (HHSA)
Jo Anne Thornton (Superior Court)
Emilia Trinidad (HHSA)
Lynette R. Trujillo (District Attorney)
Nancy Ann Unfried (District Attorney)
James Walsh (Superior Court)

In Memoriam

The San Diego County Employees Retirement Association reports that the following retired employees recently passed away:

| | | | |
|--|------|---------------------------------------|------|
| Mary E. Barney (Welfare) | 7/29 | Thomas D. Marks (Probation) | 8/26 |
| Lloyd Droske (Mental Health) | 8/19 | John B. Meza (Public Works) | 8/16 |
| Jessie N. Earlee (General Services) | 8/23 | Robert Riba (Welfare) | 8/8 |
| Sandell Elliott (Social Services) | 7/22 | Daniel B. Riley (Probation) | 8/22 |
| Thomas A. Flanigan (Probation) | 7/25 | Harold E. Springett (Social Services) | 4/20 |
| Michelle C. Frediani (District Attorney) | 4/3 | William F. Thompson (Probation) | 8/12 |
| Lee H. Johnson (General Services) | 8/10 | Jose R. Vasquez (Parks & Recreation) | 7/21 |
| Gustav J. Kamptner (Public Works) | 7/28 | Clarence Watson (Public Works) | 8/13 |
| Charlotte M. Kendall (Social Services) | 8/8 | Barbara Williams (Superior Court) | 7/15 |

Also, our thoughts and prayers go out to the friends and family of Public Works employee Jerald C. Werner who died Aug. 3.

Ver•ba•tim

extra

Mercedes Jones (Housing & Community Development) was commended by a property manager who accepts Section 8 tenants.

"She is always pleasant – always resourceful, helpful and reliable in everything she does."

Jennifer Maderazo and Veronica Johnson (Human Resources) were thanked for being a tremendous help to an employee and her family dealing with a benefits issue.

"They both were kind, courteous and understanding. My family and I are very appreciative of the time and effort that they spent on our situation."

Paul Tanguilig (General Services, Real Estate Services) was thanked for his assistance on a project.

"There is no doubt in my mind that without your timely assistance in the processing of our conversation easement, we would have not docketed the map within our schedule."

Michael Schuster (HHSA, Veterans Service) was praised for assisting a family with a claim – even after he transferred to another position.

"Michael is definitely a people person with endless patience and a good ear. He should go far with such compassion in his heart and interest in helping people."

Lelis Gonzalez (District Attorney, Victim/Witness Assistance) was thanked by a family of a murder victim for her assistance.

"Thank you for all the help and support you gave me and my family during these hard times...All you did for us was deeply appreciated and it will never be forgotten."

Danny Collins (Environmental Health) pleasantly surprised a customer by his helpfulness.

"Needless to say I was amazed by the attention being lavished on my request for information. Surely, an individual so dedicated to serving the public deserves to be recognized as an outstanding employee."

The **Library's bookmobile** visit to the County Administration Center is very much appreciated by this County employee.

"Also special commendation to Dee Madden and Ted Thorne who give customers friendly helpful and knowledgeable information."

Sherry Coughlin (Treasurer/Tax Collector) impressed lawyers she helped on a case.

"On very short notice she got up to speed on a complex redemption issue regarding five tax parcels on tax payment plans...and testified clearly and concisely on the relevant issues."